

## **FREQUENTLY ASKED QUESTIONS REGARDING** **DIRECT FAX FILING**

**How will I know that the document has been received by the Court and processed?**

A receipt will be faxed back to you. The receipt will include the case number, the amount charged to your credit card account and any additional information required.

**Item 2 of the Judicial Council Facsimile Coversheet suggests submitting a separate attachment with processing instructions. Is this necessary?**

No, unless there are some extraordinary circumstances related to your filing, this item is optional.

**When I go to the website to review the documents submitted by fax filing, the images appear to be scrunched. Is there something I can do to correct this?**

If you are able to set the DPI resolution on your fax machine to 200x200 or 300x300, it should correct the problem. In the meantime, the Court is working with the vendor to see if an adjustment can be made at our end.

**Are documents submitted via Direct Fax Filing given greater priority?**

The court is committed to review and process all documents submitted via fax within twenty-four hours of receipt. However, any document that requires further review by a judicial officer or court personnel, such as requests for court judgments and stipulations and orders, will be processed in the order in which they are received.